



# COMMONWEALTH of VIRGINIA

## DEPARTMENT OF SOCIAL SERVICES

August 12, 2019

### Child Care Subsidy Vendors

#### Subject: Revised Manual Attendance Form & Adherence to the Manual Attendance Submission Policy

As efforts are made to improve the experience of Virginia Department of Social Services (VDSS) Child Care Subsidy vendors, revisions have been made to the VA-ECC Vendor Attendance Report (Manual Attendance form). The revised manual attendance form highlights information you need to know to ensure that you provide correct information, on time, that will enable us to process manual requests. Please note that manual attendance can only be submitted for a limited number of circumstances. The form has an attached instruction sheet and provides very specific details on what constitutes acceptable/valid manual attendance. A fillable form will be available on [childcareva.com](http://childcareva.com).

Please remember that manual attendance may only be submitted for the following reasons:

1. **POS/IVR**
  - **Unresolved Error Message:** Include exact message, date and time error message was reported to Conduent call center and the ticket number.
  - **No POS: Required Information :** Date new POS was ordered \_\_\_\_\_
  - **Damaged POS/IVR-Required Information:** Ticket number from Conduent for repair or replacement of POS/IVR order and date request was made. Attach further documentation is needed.  
\_\_\_\_\_
2. **VA-ECC Card:**
  - Parents/families that have not been issued their VA-ECC swipe card. Requiring parents/families to record attendance by POS or by IVR is required. Manual attendance submitted for parents/families that are not recording their attendance by POS or IVR but have been issued a VaECC card is not a valid reason for manual attendance submissions. Manual Attendance for invalid reasons will not be processed for payment.
  - **Required Information:** Date new card was requested. \_\_\_\_\_ The VaECC card, once ordered, will be available within 7-10 business days. The Case Manager should be notified if the VaECC card is not received within that time period. Attendance is required to be entered by POS or IVR by back swiping up to the previous 8 days once the card is received.
3. **Retroactive Authorization:**
  - If the case manager issues a Purchase of Service Order with an effective date prior to the eight-day back swipe period then attendance can be entered manually. This is not a common occurrence.

Please refer to sub-section 9.6 of your signed, vendor agreement for this information.

- 9.6. The Vendor forfeits payment for services if the original signed/dated Vendor Attendance Reports used in accordance with this section are not received by VDSS within 30 days of the end of the service period that is being reported. A service period is either the first through the fifteenth or the sixteenth through the last day of the month.

The Vendor shall allow staff from VDSS and the local department of social services to inspect the vendor's facility for VA-ECC cards or any billing information. Upon discovery of any such materials that indicate fraudulent or questionable billing practices, VDSS and the local department of social services shall have the right to seize VA-ECC cards and/or the POS hardware and to be given copies of billing records.

Vendor Attendance Reports will be accepted by VDSS for entry into the VA-ECC system under the following circumstances only:

- 9.6.1. VA-ECC Card: The parent/family has not yet been issued their VA-ECC swipe card. Attendance can be recorded manually using the Vendor Attendance Report prior to the parent's receipt of their VA-ECC swipe card. If the parent does not have a VA-ECC swipe card within one week, the local department of social services must be notified per subsection 6.9.
- 9.6.2. POS/IVR Problems: The POS device has not yet been installed or the POS/IVR system was not functioning for the parent/guardian to check in/out. In the event this occurs, the Vendor shall report the system or device malfunction to the manufacturer within 24 hours and shall document the making of such report.
- 9.6.3. Retroactive Authorization: If a local department of social services issues a POSO with an effective beginning date prior to the date of issuance, authorized attendance recorded outside of the nine-day back swipe limit, defined as the current day plus previous eight days, may be reported manually.

Vendor attendance reports will not be processed if submitted for invalid reasons.

Effective October 1, 2019 VDSS will only accept manual attendance on the revised forms. Any manual attendance submitted on the old forms and/or for received that do not align with the three valid reasons listed above, will not be processed for payment.

As always, we appreciate your service and contribution to the Child Care Subsidy Program. Should you have any questions you may contact Ellen Kerby, Vendor Services Unit Supervisor, at [vendor.services@dss.virginia.gov](mailto:vendor.services@dss.virginia.gov).  
Sincerely,

Ellen Kerby  
Vendor Services Supervisor